DOA in Parkdale TO

The Integrated Service Model

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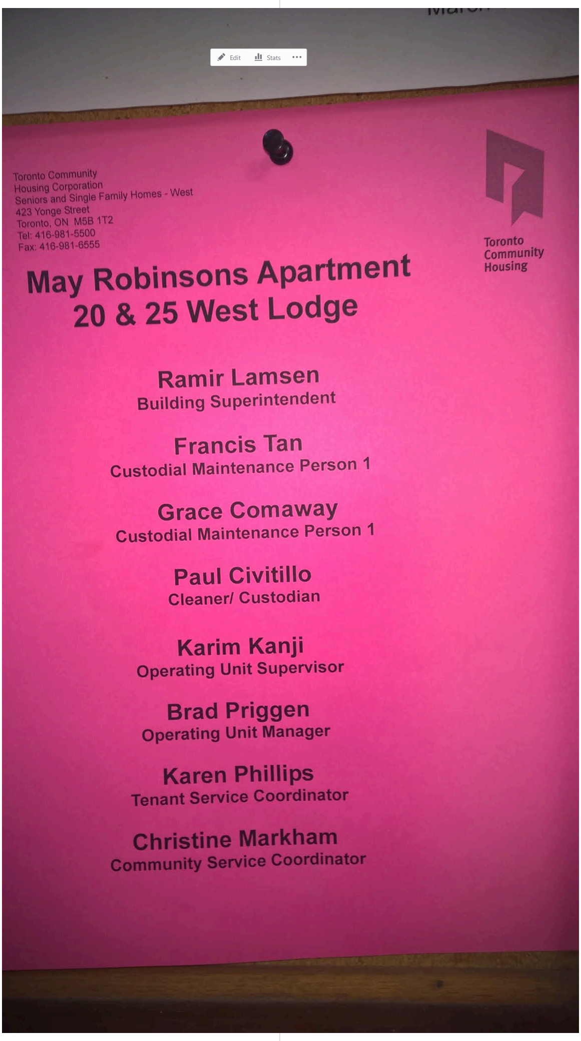
#TCHC's "Integrated Service Model" for the New Seniors Housing Unit ADDS TO BLOAT OF BAD MANAGEMENT and maybe just maybe a dash of Conflict of Interest....

January 17, 2021



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Housing Corporation
Seniors and Single Family Homes - West
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Tel: 416-981-5500
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Toronto Community Housing

May Robinsons Apartment
20 & 25 West Lodge

Ramir Lamsen
Building Superintendent

Francis Tan
Custodial Maintenance Person 1

Grace Comaway
Custodial Maintenance Person 1

Paul Civitillo
Cleaner/ Custodian

Karim Kanji
Operating Unit Supervisor

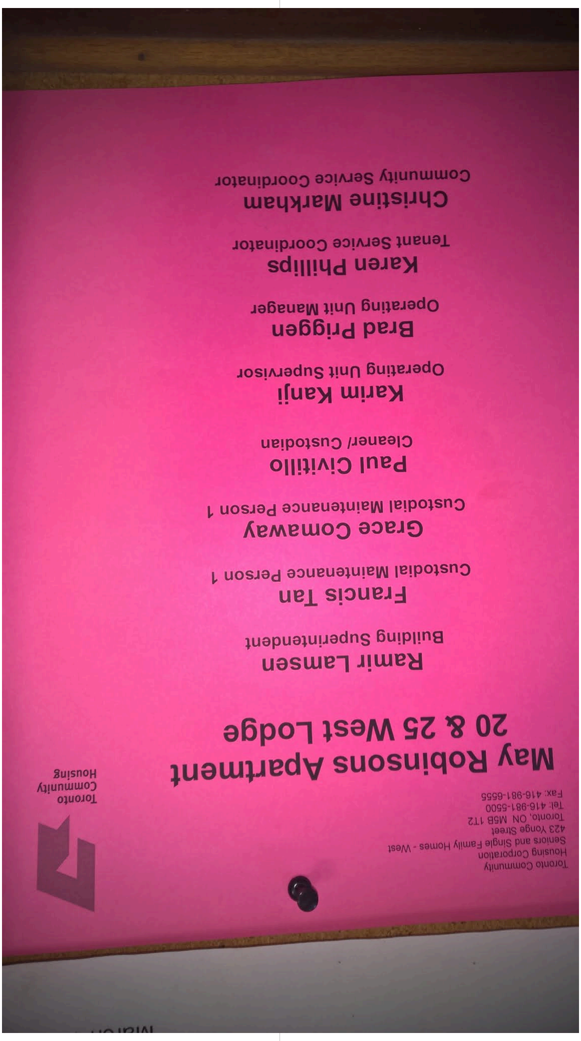
Brad Priggen
Operating Unit Manager

Karen Phillips
Tenant Service Coordinator

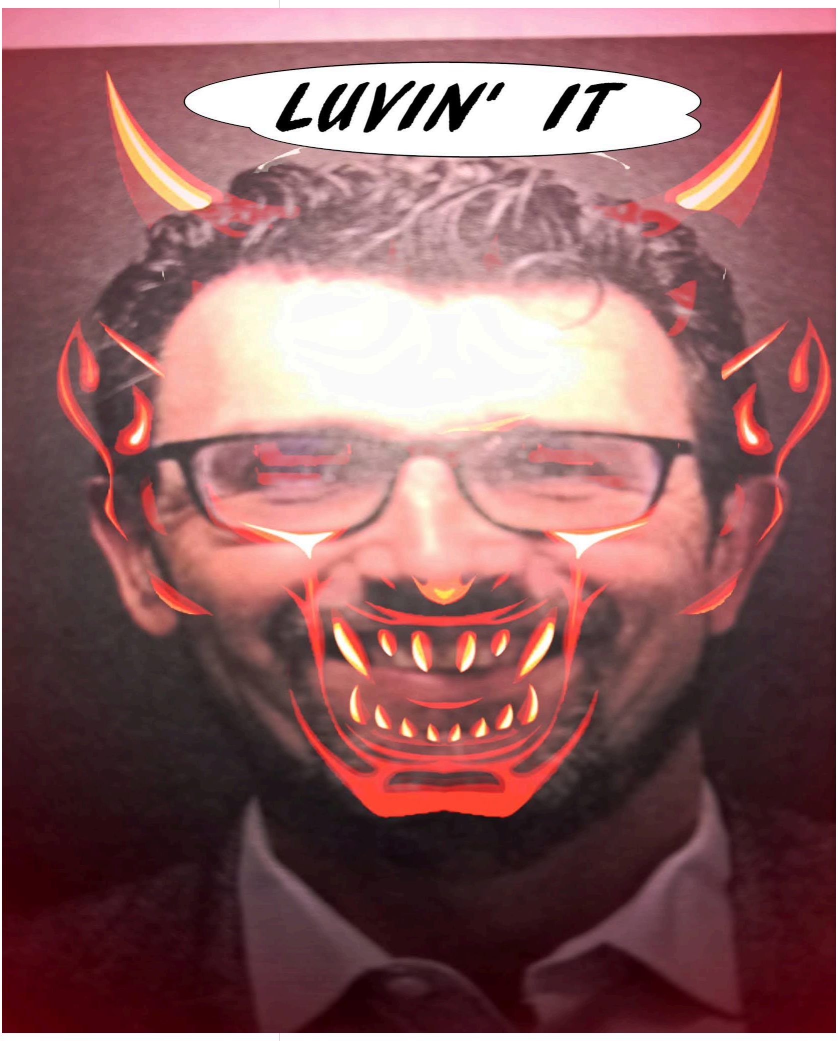
Christine Markham
Community Service Coordinator

TOP-HEAVY?

YES!



One big danger with the so-called "Integrated (DISintegrated?!) Service Model" of the City of Toronto's newly emerging Seniors Housing Unit, is that without a younger population to advocate on our behalf, we will become further disenfranchised, the next Long Term CRIME Scene, to adopt a phrase that has become current for very grim reasons.



There are good reasons to fear this, given how City of Toronto employees Grant Coffey, Reema Patel, and others have already co-opted the committe (STAC for Senior Tenants Advocacy Committe) ostensibly set up to "inform" the new model with input from tenants' voices. Critical voices were definitely not wanted, especially ones from Parkdale it seems, for a committe whose chairman, Anita Dressler, has uttered anti-mad statements stigmatizing mentally ill tenants, has offered lip-service to diversity while refusing to advertise the committee to tenants in their own language, and has generally stifled real criticism and debate.

Anita Dressler with Minder

I bet she doesn't even write

her own emails!

All this has been done at the prompting of City of Toronto minders, like and including Grant Coffey, Reema Patel, et al. – who have even enlisted Housing's own private security to enforce silence. This is FASCIST.

Reema Patel: Last Word in

Toronto Housing Glamour

The only visible change effected so far by the (DIS)Integrated Service Model, is yet another layer of under-performing management.

If you take the pretty purple poster and reverse it, you have the top-heavy management where it belongs, at the top: Christine Markham, Karen Phillips, Brad Priggen, Karim Kanji.

Christine Markham is the latest addition to the JUNTA. I had HUGE trouble getting keys for someone to come in and feed my cat. Ms Markham at least took the trouble to involve herself, and even appeared at my door – something unheard of from TRIUMVIRS Phillips, Priggen, and Kanji – not that one wouldn't want to count the spoons after their visit, but still….

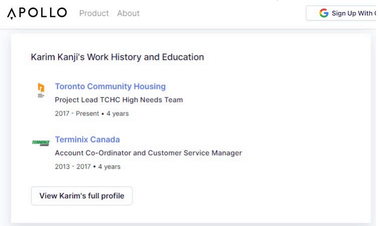
Ms Markham appeared at my door a 2nd time, conveying the "concern" of Ms Phillips, and offering me a free bed. I would have taken Ms Phillips's solicitude seriously had she expressed some during my long and painful process dealing with illegal activity all by myself, after she passed the buck – something she's really good at. As for the bed, I didn't want it. Ms Markham made an appointment to see me a week later, then in typical Toronto Housing fashion, she broke the appointment without notice, and never got back to me. She's learning fast, from the pros.

Do we really need not one but TWO service "coordinators" – NO. For the litte they really do, we probably don't need any. The only thing Phillips did for me was process my income review, which she characteristically has been known to lose and request a 2nd time in the same year. This could be done by a computer, much more efficiently, much less expensively, and with a lot less attitude.

And likewise, not one but TWO unit managers. Here again, considering how feckless these two have been, with litte or no oversight of contractors in the building, with unacceptabe delays, etc – it's hard to imagine what we NEED them FOR. Maybe just a good superintendent (for a change), with a list of competent tradesmen. Like in the private building where I lived for nearly 20 years, in the same Parkdale neighborhood, with none of these problems.

The real work continues to be done by the custodial staff – at present Francis, Grace, and Paul. During this crisis, they have kept the building viable, as opposed to the managers who have "worked from home" – ie. done NOTHING as usual. The superintendent, Ramir, is brand new – but at least he knows how to change a lock. Recently we all got NOEs (notices of entry) for a fire inspection which typically never happened – but that might not have been his fault.

PS I notice that one of our top-heavy managers, Mr Kanji, also worked for a long time for TERMINIX, the pest control company that now "services" our building. I put quotes around it because in a recent Pest Control initiative they scammed by billing for treatments that never happened – and got away with it because there was no follow-up. Isn't employing a sleazy outfit where you were a bigshot – Customer Service Manager! – a conflict of interest? Bad optics, Mr Kanji! Tut tut!



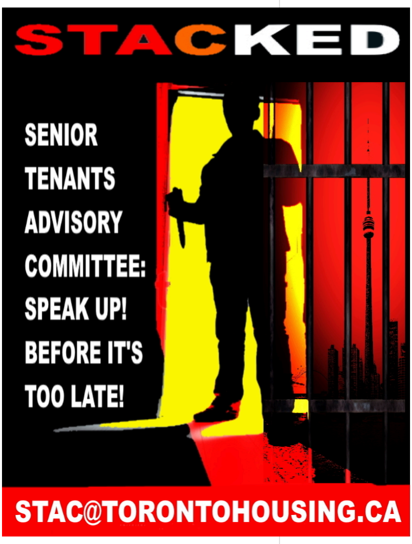
Karim Kanji's Work History and Education

Toronto Community Housing
Project Lead TCHC High Needs Team
2017 - Present • 4 years

Terminix Canada
Account Co-Ordinator and Customer Service Manager
2013 - 2017 • 4 years

View Karim's full profile

So, you still feel like BITCHING to the GRAND COUNCIL of HOUSING FASCISTS?! Go ahead….



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